ACMS Release Notes 11.12.2018

The 11/12/18 released focused on providing better usability for Customer Service staff managing the different task-based queues, improved visibility for ALJs during the open record process, and notifications for ALJs and hearing representatives.

Updated User Manuals

User manuals have been updated to accompany the new features. You can view/download user manuals for your role here:

http://www.cdss.ca.gov/inforesources/Appeals-Case-Management-System

New Functionality in this Release

General (All Users)

- Ability to search for beneficiary contact types from the main dashboard.
- New acknowledgement letter specifically for DHCS Scope of Benefits cases.
- New expedite denied letter for CMS cases when the claimant is unreachable to schedule and expedited hearing.
- System automatically generates an "Original Hearing Request" document that contains all the pertinent information about the hearing request.
- New data fields added (searchable) to the appeal to capture pertinent case information:
    - Most recent withdrawal date.
    - Most recent dismissal date.
    - All postponement dates.
    - All re-open dates.
    - Re-hearing granted date.
    - Most recent expedite granted date.
- Ability to view the action taken on the task after a task is closed.

Administrators

- Ability to inactivate an appeal without deleting it.
- Ability to delete an incomplete e-Filer appeal.

SHD Staff User

- Expedite Requests Queue – Users can now assign multiple tasks to a single user and filter by assigned/unassigned tasks.

- Postponement Requests Queue – Users can now assign multiple tasks to a single user and filter by assigned/unassigned tasks.
- Escalated Postponements Queue – Users can now assign multiple tasks to a single user and filter by assigned/unassigned tasks.
- Proposed Decisions (Internal) Requests Queue – Users can now assign multiple tasks to a single user and filter by assigned/unassigned tasks.
- Decisions Being Reviewed Queue – Users can now assign multiple tasks to a single user and filter by assigned/unassigned tasks.
- Ability to grant an expedite for appeals under the CMS rule, track when appeal documents were received, and if the claimant was reachable to schedule an expedited hearing.
- After granting a CMS expedite, if the claimant requests a postponement, the due date is recalculated back to standard due date.
- Ability to add a negative value to the "Add Days to Due Date" functionality.

Scheduler User
- Calendar instances automatically sorted by hearing week date and then alphabetically.

Administrative Law Judge (ALJ) User
- Open Record Queue – view all appeals in an open record status.
- User receives an email when they are assigned to a hearing.
- Assigned ALJ on a hearing receives an email when a new document is added and the hearing is in the "Open Record" status.

County User
- View a report of all decisions released within a specified time range.
- Primary hearing representatives receive an email for the following reasons:
    - Hearing representative assigned
    - Expedite has been granted
    - Re-open has been granted
    - Decision has been released

Responsible Agency (RA) User
- View a report of all decisions released within a specified time range.
- Primary hearing representatives receive an email for the following reasons:
    - Hearing representative assigned
    - Expedite has been granted
    - Re-open has been granted
    - Decision has been released

Health Plan User
- View a report of all decisions released within a specified time range.
- Primary hearing representatives receive an email for the following reasons:
  - Hearing representative assigned
  - Expedite has been granted
  - Re-open has been granted
  - Decision has been released

Bug Fixes in this Release
- Decision and document screens display when special characters (e.g., !#'@&) are used in fields of other objects.
- Users can create new tasks when special characters (e.g., !#'@&) are used in fields of other objects.
- "Withdraw Type" field showing for all users that submit withdrawal requests.
- Calendar instances sort by hearing week date and then alphabetically.
- Calendars prioritize cases by due date when scheduling.
- Duplicate scheduling letters no longer being created.
- Decision cover pages have correct attendees listed.
- RA users can view proposed decisions.
- County user can submit Agency Postponement task.
- Continued hearing no longer impacts rehearing process.
- E-Filers using Firefox browser no longer see pre-populated SSN field.
- Validation message added when Withdrawal Type field left blank on Withdrawal Request task.
- Split case functionality works properly in all browsers.
- Cases with an open manual scheduling task are correctly excluded from proposed calendars and the manual scheduling tasks no longer closes when proposing a calendar.